



FOIAonline Monthly Status Report and Performance Statistics

April, 2019

Report Date: May 15, 2019

Contractor: Cherokee Nation System
Solutions (CNSS)

EPA Task Order: 68HE0H18F1497

EPA Project Officer: Sandra Rivera

FOIAonline Senior Policy Advisor: Tim Crawford



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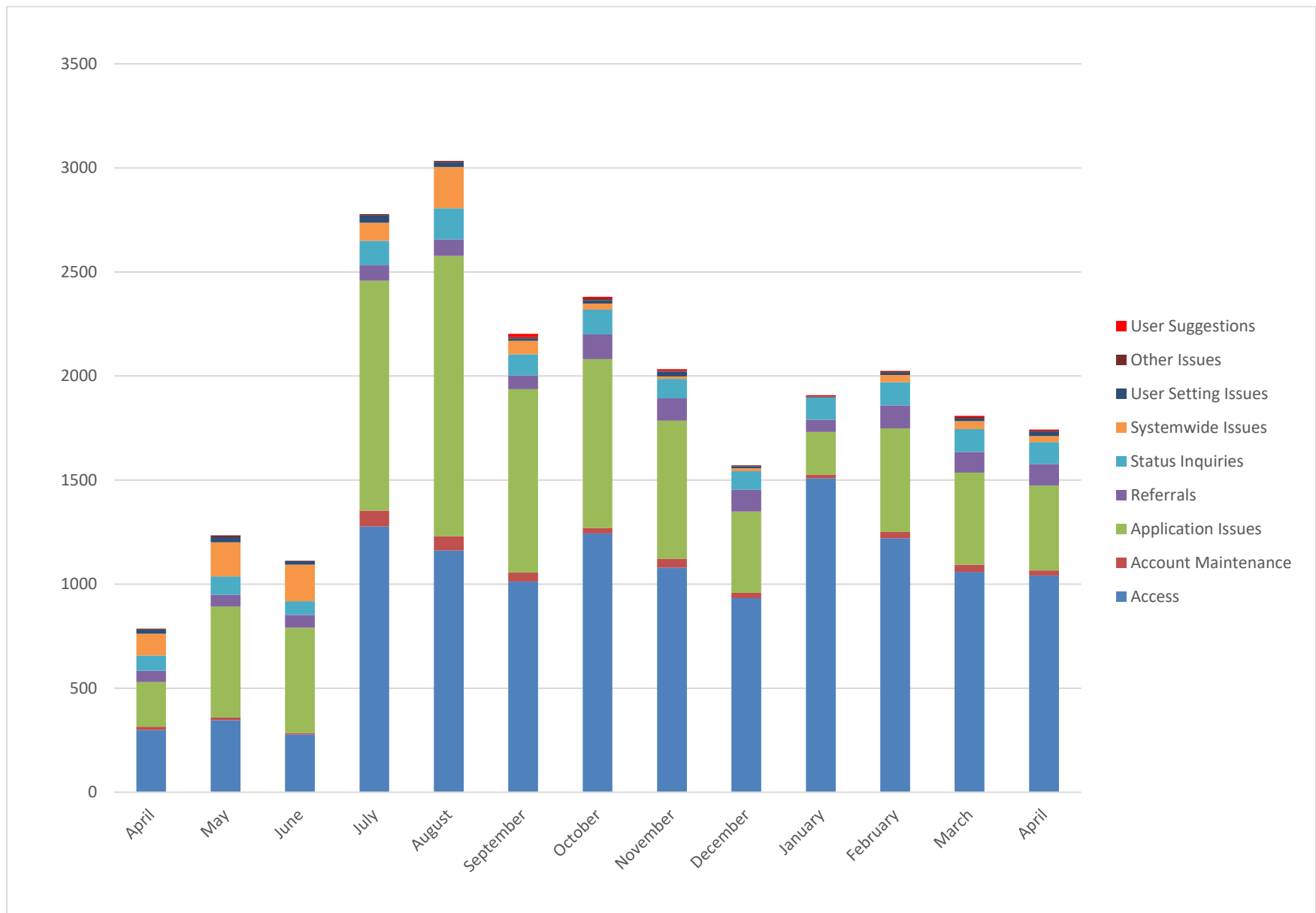
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Performance Metrics

Performance Area	May	June	July	August	September	October	November	December	January	February	March	April
Number of Calls Received	682	751	2194	1973	1403	1426	1239	905	1102	1266	1188	1102
Number of Emails Received	415	362	1052	1208	865	1059	835	697	847	822	671	714
Number of Incidents	1234	1113	2778	3058	2202	2380	2033	1582	1908	2025	1809	1743
Number of Incidents Escalated	66	52	322	396	235	177	226	105	44	159	78	43
Number of calls abandoned	0	0	11	8	0	2	0	1	6	2	1	0
Abandon Rate	0.0%	0.0%	0.50%	0.41%	0.0%	0.14%	0.0%	0.11%	0.50%	0.16%	0.81%	0.0%
Percentage of calls answered <60 second (Target 85%)	98.50%	97.59%	85.82%	94.98%	95.72%	96.70%	98.14%	99.89%	93.22%	94.47%	97.48%	99.09%
Average time to answer	00:10	00:09	00:36	00:15	00:11	00:12	00:09	00:10	00:28	00:13	00:09	00:07

Issue Types

Issue Categories	May	June	July	August	September	October	November	December	January	February	March	April
Access	346	278	1277	1162	1012	1244	1079	933	1508	1221	1059	1041
Account Maintenance	12	7	76	69	43	26	43	25	18	29	34	25
Application Issues	534	506	1105	1346	882	811	663	391	205	498	443	408
Referrals	57	61	74	80	66	119	108	105	59	110	99	104
Status Inquiries	88	66	118	149	101	119	94	89	107	112	110	105
Systemwide Issues	164	175	86	198	65	29	11	14	1	35	38	28
User Setting Issues	24	18	35	22	12	16	23	10	3	12	13	22
User Suggestions					14	7	7	1	6	2	6	5
Other Issues	9	2	7	7	7	9	5	4	1	6	7	5
Total Issues	1234	1113	2778	3058	2202	2380	2033	1582	1908	2025	1809	1743



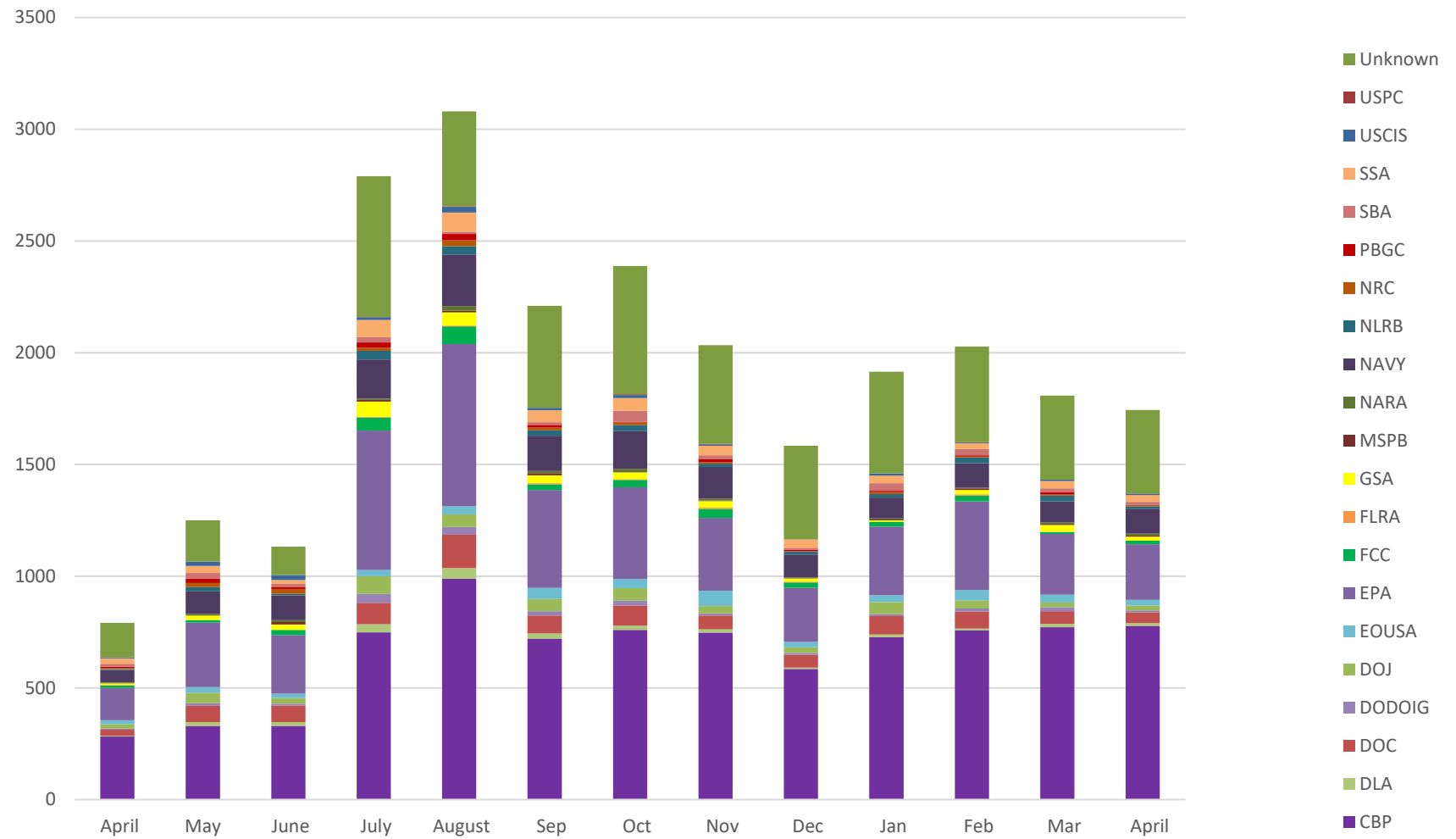
Agency/Public Issues

Agency issues: 573

Public issues: 1170

Issues by Agency

Agency	May	June	July	August	Sep	Oct	Nov	Dec	Jan	Feb	Mar	April
CBP	329	330	748	989	720	759	747	585	727	758	771	777
DLA	17	16	37	47	23	19	15	5	12	7	15	12
DOC	73	75	96	149	80	90	61	57	82	77	57	49
DODOIG	13	8	40	35	20	22	10	9	8	13	18	9
DOJ	46	25	79	56	55	56	33	26	55	36	21	22
EOUSA	25	20	27	36	49	41	68	24	31	46	35	25
EPA	289	262	624	726	439	411	327	241	306	398	272	249
FCC	11	23	59	79	25	32	39	24	22	25	8	16
FLRA	1	0	3	4	5	4	6	4	1	6	1	0
GSA	20	25	68	59	35	30	30	15	6	20	31	18
MSPB	1	10	7	7	10	1	2	2	3	7	5	5
NARA	6	9	6	21	9	15	8	3	5	2	7	8
NAVY	101	110	175	231	158	169	143	101	94	110	94	112
NLRB	19	7	39	38	25	26	14	13	15	26	25	10
NRC	18	22	13	26	11	13	6	2	9	4	5	6
PBGC	20	10	25	28	13	2	14	7	6	6	10	1
SBA	25	13	23	10	12	50	18	9	34	28	18	13
SSA	32	17	77	86	53	57	42	37	34	25	33	30
USCIS	3	3	1	4	3	5	5	1	3	6	6	5
USPC	1	0	1	2	0	4	3	0	0	1	0	1
Unknown	184	128	630	425	457	574	442	417	455	429	377	375
Total Issues	1234	1113	2778	3058	2202	2380	2033	1582	1908	2025	1809	1743



Top 10 Questions – April

Account Locked/Frozen/Forgot Password
Inquiry into status of FOIA Request/ migration
Access errors when opening cases
Duplicate accounts
Referrals to CBP for bad pdf generation or unsent records.
Directions on how to perform regular site request handling
Walk public user through accessing released records
Removing erroneously created items (admin costs, records, etc.)
Ongoing e-mail update bug on requests
Migrated cases reopening and stuck in closeout

Activities

Communicated regarding noticeable refresher walkthroughs on how to process requests for agency users. Various users experiencing slowness in the UI and Alfresco which is affecting searches and password reset processing. Sent weekly contact statistics to Tim per his request.

Information

In the month of April, the Helpdesk had 1747 new FOIA incidents. Of those, 1678 were resolved at the Tier 1 level (CNSS), 57 were escalated (CGI), where 12 non- escalated tickets were unresolved. Of the 57 escalated tickets, 31 of the tickets were resolved by CGI where 26 tickets were unresolved as of April 30th.

Total Opened In April	1747
Total Resolved In April	1743
Tier One Resolved Tickets	1678
Unresolved Non Escalations	12
Total Resolved/Opened in April	1709
Total Resolved/Opened before April	34
Total Escalated Tickets	57
Total Resolved Escalations	31
Unresolved Escalations Created in April	26